

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-891/Wireless Enhanced 911 Board

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I. Goal

The goal of the Wireless Enhanced 911 Board (the Board) is to oversee the implementation of enhanced wireless 911 service by wireless providers and public safety answering points (PSAPs).

II. Objectives and Policies

The major objective of the Board is to administer the collection of the monthly surcharge on wireless phone connections from wireless providers and the distribution of the surcharge funds to PSAPs and wireless carriers to reimburse them for purchases of equipment to upgrade the 911 system to be able to identify and locate wireless 911 callers.

III. Action Plan with Timetable

The Board's action plan is to develop and implement the policies and procedures to meet the goals and objectives of the Board.

A. Past Year Accomplishment

1. Developed and implemented a reporting and remittance system for the collection of the surcharges from the wireless providers.
2. Collected revenues totaling \$4,643,730 (\$4,629,859, surcharges and \$13,871, interest income).
3. Executed a banking contract which allowed the Board to collect and deposit the monthly surcharges with provisions to collateralize the deposit balances above the FDIC insured amount.

4. Received a grant of \$1,250,000 from the PSAP Readiness Fund, a private non-profit organization to support the deployment of enhanced wireless 911 service. This grant provides funds to the Board to engage a consultant to evaluate the readiness of the PSAPs and wireless carriers to implement Phase I and II installation of wireless enhanced service. It also provides funds to reimburse PSAPs for equipment purchases.
5. Hired a consultant to provide assistance in planning, coordination, and project management for the PSAP Readiness Fund Grant (Grant).

B. Year 1

1. Hire a contractor to handle operations (collection and disbursement of funds and administrative responsibilities) for the Board.
2. Prepare and submit the Grant report and distribute qualifying reimbursements to various PSAPs and wireless carriers for the deployment of phase I and II wireless enhanced 911 service throughout the State.
3. Develop policies and procedures governing the reimbursement of qualifying disbursements to the PSAPs and wireless carriers.
4. Engage an independent Certified Public Accountant to audit the fund and the Grant to determine whether the fund is being managed in accordance with Chapter 138, HRS and grant provisions.
5. Assist PSAPs, wireless carriers, and wireline carriers in the implementation of phase I and II by providing planning and facilitation support.

C. Year 2

1. Reimburse PSAPs and wireless carriers for qualified equipment and software purchases.
2. Assist PSAPs, wireless carriers, and wireline carriers in the implementation of phase I and II by providing planning and facilitation support.

3. Complete the Grant to distribute qualifying reimbursements to various PSAPs and wireless carriers for the deployment of phase I and II wireless enhanced 911 service throughout the State and fulfill the conditions of the grant.

D. Year 5

1. Reimburse PSAPs and wireless carriers for qualified equipment and software purchases.
2. Assist PSAPs, wireless carriers, and wireline carriers in the implementation of phase I and II by providing planning and facilitation support.
3. Complete open items for the Grant including the final distribution of qualifying reimbursements to various PSAPs and wireless carriers for the deployment of phase I and II wireless enhanced 911 service throughout the State, the audit of the grant funds, etc.
4. Evaluate the long term financial needs of the fund and then revise the assessment as necessary.

IV. Performance Measures

Because the Board has not formulated operating policies and procedures, performance measures cannot be developed. The Board has been in existence only from November 2004. Furthermore, by the nature of this Board, the standard performance measures of Customer Satisfaction, Program Standard, and Cost Effectiveness are not applicable.

- A. Customer Satisfaction Measure – None
- B. Program Standard Measure - None
- C. Cost Effectiveness Measure - None